Know the Employer

Use this page to record information about each company or business you are interested in. This information will be helpful in your job interviews. It will also help you to match your skills and interests with specific jobs or tasks within the company.

It may also be possible to talk to someone who works for the company in order to find out more about a specific occupation. This is called an "Information Interview." Generally, people like to talk about themselves, so it shouldn't be too hard to find professional people willing to talk about their jobs. Guidance counselors, local civic organizations, and professional organizations can probably suggest people in the business community who might allow an interview.

Here are some questions you may want to ask.

- What type of training and education did you need to get your job?
- What do you like and dislike about your job?
- What is your job routine?
- What opportunities are there in your job to meet other people?
- What opportunities are there in your job to learn new skills?
- What is the typical salary range for your job, and what benefits do you receive?
- What advice would you give to others wanting to go into your career field?

If you have friends or relatives who own a business, you might ask them if you could spend some time helping out. In this way, you could learn more about that particular business.

RESEARCHING THE COMPANY

What is the company's name?

What does the company do?

How old is the company, or how long has it been in business?

Where are the company's plants, stores, and/or offices?

What are the company's products or services?

What has been the company's growth?

What are its prospects for the future?

Does the company's product or service have a long-term market?

Who is in charge of the company?

Who is in charge of the department I would be working in?

Who are the company's competitors?

How many other companies are there in the same field?

How large is the company?

What are its financial prospects?

What kinds of jobs does the company have that I could fill?

Develop a Resume

Resumes give employers written evidence of your qualifications. When creating a resume, you need two kinds of information—facts about yourself and facts about the job you want. With this information in hand, you can present the facts about yourself in terms of the job. You have more freedom with resumes than with application forms; you can put your best points first and avoid blanks.

KNOW YOURSELF

Begin by assembling information about yourself. Some items appear on virtually every resume or application form, including:

♦ Employment Experience

Remember, employers want to know what you can do for them, not what they can do for you. Keep it simple—don't discourage an employer from reading your resume.

♦ Work Experience

Provide complete information on employers, supervisors, addresses, telephone numbers, job titles, and duties (unless you are using a special type of resume). Explain your former duties as if you were discussing them with a new coworker.

General Guidelines for Your Resume

- ✓ Be specific. A vague description of your duties will only make a vague impression.
- ✓ Identify accomplishments. If you headed a project, improved productivity, reduced costs, increased membership, or achieved some other goal, say so.
- ✓ Type your resume, using a standard typeface. (Printed resumes are becoming more common, but employers do not indicate a preference for them.)
- ✓ Keep the length to two pages at the most.
- ✓ Remember your mother's advice not to say anything if you cannot say something nice. Leave all embarrassing or negative information off the resume, but be ready to deal with it at the interview.
- ✓ Proofread the final copy carefully.
- ✓ Use the best quality photocopying machine and high-quality paper.
- ✓ Other information, such as your Social Security Number, is often asked for on application forms but is rarely presented on resumes.

+ Education

List all your schooling (institutional, vocational, and military). Special courses you completed in high school may be as important to an employer as nonrelated college courses.

♦ Military Experience

There are special employment programs that are available to employers who hire veterans. In addition, your military experience may be invaluable to a new employer.

♦ Special Skills

Highlighting your skills may sell an employer on hiring you. Typing, public relations, shorthand, welding, mechanical, etc., are only a few of the special skills that could be included on a resume.

♦ Achievements/Qualifications

What honors, promotions, etc., did you receive in school or on the job? What makes you a unique person?

♦ Hobbies

Hobbies show your interests and job-related skills or abilities that may interest an employer.

References

Contact your references, and have their addresses and telephone numbers for the employer.

Honesty is very important, but you are not required to reveal disabilities that do not affect your overall qualifications for a job.

KNOW THE JOB

Gather specific information about jobs you are applying for. You need to know the pay range, education and experience required, and hours and shifts usually worked. Most importantly, you need to know the job duties so you can describe your experience in terms of those duties. Study the job description. Some job announcements assign a numerical weight to qualifications so you will know which is most important.

Once you have the information you need, you can prepare a resume. You may need to prepare more than one resume if you are going to look for different kinds of jobs. Otherwise, your resume will not fit the job you seek.

Arrangement of your resume depends on how well your experience seems to prepare you for the position you want. You can either describe your most recent job first and work backwards, or you can group similar skills together.

Letters That Spark an Employer's Interest

- A cover letter explains why a company should devote time and money interviewing you. The cover letter differs from a resume in that it targets a specific company and position. It allows you to stress the abilities, skills, and experience that make you suitable for the position. This letter can explain questionable areas of your application or resume such as unsteady work history, law violations, health problems, etc. A cover letter is a sales pitch to an employer and is successful in many cases where an application and resume alone are not.
- Letters of application are often used to answer want ads or other job announcements. It is a good idea to attach the ad to the letter, so the employer will know quickly why you are writing. Refer to the ad in the letter

Example: "I am writing in response to your advertisement in 'The Seattle Times' last week for a machinist."

Then, briefly outline your training and work experience, especially as it relates **to the job**.

 "Shotgun" letters are addressed to employers for whom you would like to work without knowing if there are any job openings. The sales pitch should be stronger in this letter with a request for information about any current or upcoming job openings. Mail your letter so it doesn't arrive on a Monday morning when the employer is swamped with other work.

SOME TIPS TO KEEP IN MIND

- Find out all you can about the company and reflect this in your letter. Answer the question, "Why do you want to work for this company?"
- Find out who is in charge of hiring, and address your letter to that person if possible.
- Type the letter if possible, and use a good grade of paper.
- Use simple, direct language. Check spelling, punctuation, grammar, and sentence structure.

- Identify the position you are writing about in the first paragraph.
- · Mention how you heard about the job.
- Know your skills, abilities, and experience; and state how you fit into the company. Don't expect the reader to read between the lines—explain what makes you different from other applicants.
- Give an example of personal aptitudes, such as dependability, hard worker, etc. What in your work history proves your dependability? How was your attendance?
- Remember that the employer wants to know what you can do for them, not what they can do for you.
- Keep the letter upbeat and positive. Don't ask for sympathy or complain about previous employers.
- In closing, express a desire to provide additional information by letter or in person. Do not put employers on the spot by setting up an appointment.

Additional Tips to Prepare for Employment

TELEPHONE COMMUNICATION

Telephoning a company to inquire about job openings can save time and money in your job hunt. If the company is hiring, find out the days and hours they will be conducting interviews.

Do not expect to get a job over the telephone you should always apply in person.

HELP AVAILABLE AT THE LIBRARY

Libraries are designed to help people find information and try to have something for everyone, including materials on education and training opportunities, financial aid, occupations and careers, and job seeking and keeping skills.

If you are unfamiliar with the library, talk with the librarians to help you find job and career information. Washington libraries share resources through the Washington Library Network, so don't despair if you don't find the title you would like. Your local library is able to locate and borrow materials from other Washington libraries through an interlibrary loan. Usually, the bigger the library or library system, the more resources you will find directly available. Your library is always getting new books so ask if they can provide a good substitute.

Many libraries have pamphlets, newspapers, videos, tapes, records, and magazines. Community college and school libraries often have collections on occupations, education and career opportunities, and financial aid.

Publications That May Assist in Your Job Search

- Occupational Outlook Handbook
- **Dictionary of Occupational Titles**
- Military Career Guide
- Guide for Occupational Exploration
- Classification of Jobs According to Worker Trait Factors
- Encyclopedia of Careers and Vocational Guidance
- What Color Is Your Parachute?

When Calling to Ask for an Interview

- ✓ Speak clearly and loudly enough to be understood.
- ✓ Identify yourself.
- ✓ Ask to speak to the person in charge of hiring.
- ✓ Get the name of the person with whom you are speaking.
- ✓ State the purpose of your call.
- int services ✓ Use the name of a personal reference if you have one.
- ✓ Ask for an appointment for an interview.
- ✓ At the end of the call, say "thank you," and close with "goodbye."

The Application Form

Most employers see your application before they see you. If you want an interview, your application must make an impression. Messy, illegible, or incomplete forms are often tossed out. Follow directions carefully-how you fill out the application has a lot to do with whether you get an interview and the job. Employers often make assumptions about the quality of work you do by how you fill out an application. Attitude, stability, and motivation can be communicated on the form, and a sharp and orderly presentation of your skills is the best way to get an interview. Get a copy of a standard application form at an office supply store. By using your self-assessment inventory, addresses, dates and names of former employers, Social Security card, documents of education and training, and other papers; you will be able to complete the application. This completed form can be a reference when filling out actual employers' applications.

Most application forms are divided into four parts:

Part 1: Usually includes information, such as your name, address, telephone number, etc.

Part 2: Generally refers to education and training. List all schooling and whether or not you graduated. Most

Don't Forget

- ✓ A Social Security Number will be needed. If you have never worked before, call or write the nearest Social Security Office and request an application for a Social Security Number. Using the correct number on applications can make a difference in eligibility for benefits later.
- ✓ Letters of Reference or Introduction may be helpful to your job hunt. They can be written by teachers, professors, employers, or work associates.
 - These letters are addressed "To Whom It May Concern," and copies can be attached to your resume or taken to a job interview. This is especially important when seeking work in a new community.
- ✓ Documents verifying education or training may also be necessary. High school or college diplomas, transcripts, verification of apprenticeship or military training, or other certificates of training can also be helpful.
- ✓ Copies of Special Awards or Honors or Memberships in Professional Organizations can also be included. Documents that prove your accomplishments can often make the difference when competing for a job.

applications ask about military service. If you served, supply all information requested.

Part 3: Identifies work experience and starts with your most recent job. If you have held more than six jobs, you may wish to list only those most closely related to the job you are seeking. Describing previous (or current) duties is a chance to make the form really impressive. Employers are interested in what you do—use action words to describe your skills. Concentrate on skills that will interest the employer. Most of all, be clear and concise.

Part 4: List people willing to speak with prospective employers about your character and skills. Clergy, former employers, teachers, counselors, or friends in business make excellent references. Be sure to ask their permission first, and, most importantly, be sure they have something positive to say about you. Avoid listing family members as references if possible.

STICKY QUESTIONS

Employers are looking for the best person to hire, so don't get too excited about their questions until you understand why the question was asked. And, never falsify information on an application — it could backfire later.

- Do you own a car? Perhaps they only want to know if you have transportation to work!
- 2. What is the reason for leaving your former job or jobs? Avoid such terms as fired, terminated, dissatisfied, failed, or couldn't get along. Present a positive picture, for example: company reorganization; better opportunity; career change; returned to school; or relocated. If you state that you resigned, you may want to explain in the interview, remembering to keep comments positive.
- 3. Why are there gaps in your work history? Gaps may prevent you getting an interview unless they are made positive. Justify not working by showing you have been involved in a meaningful activity such as travel or education. Put considerable thought into your answers, and present a positive image of your earnest desire to do a good job.

A common mistake on an application is forgetting to sign your name. Other mistakes include a wrong telephone number, incorrect dates, etc. Double check your application to ensure the employer gets a positive picture of you.

Before submitting your application, look it over and be sure it is neat, clean, and free of smudges; that words and abbreviations are spelled correctly, all information is accurate, and all directions were followed.

The Job Interview

The interview is the most important part of your job search. Those 20 or 30 minutes may determine your future, yet employers are constantly amazed at the number of applicants who drift into interviews unprepared, with only a vague idea of their future plans.

Job interviews are opportunities to showcase your talents. During the interview, an employer judges your qualifications, appearance, and general fitness for the job. It is your opportunity to convince the employer that you can make a real contribution.

Equally important, the interview gives you an opportunity to appraise the job, the employer, and the company, enabling you to decide if the job meets your career needs and interests and whether you want to work for the employer.

To present your qualifications most advantageously, prepare in advance. Have necessary papers ready and information about yourself firmly in mind, and know how to act at the interview to effectively sell your skills.

BE PREPARED

Complete a self-assessment inventory, and half of your preparation is done. Write down information such as your education, job experience, and career goals; and bring these along with your resume and Social Security card to the interview—you may have to fill out a company application. Learn about the company: What products or services do they provide? How do they stand in the industry? How many and what kinds of jobs are there in the company? What are their hiring policies? How will your education and experience benefit the company?

Find out the exact time and place of the interview. This may seem too obvious to mention, but it's an unfortunate applicant who assumes the interview will be held in one place, and two minutes before discovers it's someplace else. Write down the time of the interview and the full name and address of the company, and keep it with you. Know the interviewer's name and correct pronunciation.

Dress appropriately for the interview. Most employers are becoming more liberal in their standards of dress and appearance, but it's best to use common sense.

Many employers make judgments based on appearance, which may be a deciding factor in hiring. Above all, be on time—there is no excuse for being late. During the interview, conduct yourself in a confident and positive manner, use good posture, and smile. Greet the interviewer by name as you enter, and take your cues from that person. Shake hands firmly, but only if the interviewer makes the

first gesture. Wait until a chair is offered before you sit; don't smoke, even if invited to; and never chew gum.

It is natural to be a little nervous—most interviewers understand. Look at the interviewer when speaking, and keep your hands still. Body language says a lot. Practice with a friend to see what your posture and movements are saying. Squared shoulders show high energy, an unbuttoned coat indicates openness, and hands apart show relaxation. Know what message your body is sending.

Employers may ask about information on your application or resume, but more importantly, they are interested in what is not on the application. Analyze your strengths and weaknesses, background, aspirations, and values. Begin to formulate what you would like to do and what you feel you are best prepared to do.

Always stress the positive. While failures and shortcomings need not be volunteered, they shouldn't be covered up or sidestepped.

Interviewers often pause after a question is answered. This is mainly a technique to see if you change your answer, so relax and wait for the next question.

The Job Interview (cont.)

Do's & Don'ts for the Job Interview

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- $\sqrt{}$ Be prepared to state your purpose upon your arrival.
- √ Shake hands firmly.
- $\sqrt{}$ Learn the interviewer's name, and use it.
- $\sqrt{}$ Be pleasant and friendly but businesslike.
- $\sqrt{}$ Ask questions—make sure the job is right for you.
- $\sqrt{}$ Be positive and stress your strong points.
- √ Be prepared to state the salary you want, but
 not until the subject has been brought up.
- State your interest in the job and the qualifications you have to offer the company.
- $\sqrt{}$ Remember, thank the employer for the interview.
- √ Ask when you can call to learn of the decision if not told when you will hear about the job.

DON'T

- √ Chew gum
- √ Smoke, even if the interviewer does.
- $\sqrt{}$ Take anyone with you to an interview.
- √ Sit down until offered a chair.
- $\sqrt{}$ Plead for a job or a chance.
- $\sqrt{}$ Say "I'll take anything."
- √ Criticize former employers or coworkers.
- √ Discuss personal, home, or money problems unless specifically asked.
- √ Tell about other jobs you applied for but were turned down.
- $\sqrt{}$ Apologize for lack of experience or training.
- $\sqrt{}$ Hang around after the interview.

Questions on the Job Interview

Questions You May Be Asked at the Interview

- √ Where did you hear about us?
- $\sqrt{}$ What is your background?
- $\sqrt{}$ What does your current job include?
- √ What is or was your best subject in school? Worst? Favorite?
- \lor If you had a choice of any job, what would it be? Why?
- $\sqrt{}$ Why do you want to work for our company?
- $\sqrt{}$ What are your short-term and long-term goals?
- √ What kind of contribution can you make to our company?
- √ Where do you see yourself in this company in the next five years? Ten years?

Questions You May Want to Ask at the Interview

- √ Will you describe a typical day for me? What are the daily duties of the job?
- √ Does the company have a policy of promoting from within, or do you look outside the company for the top jobs?
- $\sqrt{}$ What kind of person do you hope to hire for this job?
- What is the turnover rate (how often people leave) for this job?
- √ How does this work area of the company fit into the company as a whole?
- √ What problems have to be solved by the person you hire?
- √ What are the opportunities for moving up in the company?

Sources for Finding Job Openings

You will need to know where to look for jobs before starting the actual job search. Here is a list of job sources:

♦ Friends and Acquaintances

About 80 percent of jobs are filled through word-ofmouth from friends, relatives, and informal contacts. Ask former employers, local business people, and working friends if they know of any current job openings.

Job Service Centers of Washington

Many employers are required to list openings with this office. The Job Service provides listings in more job categories than any other source. Job Service counselors may know about openings from employers who have not listed them with the service.

Newspaper Ads

Classified sections of daily newspapers are a good source of job announcements in the community. If you are thinking of moving, check want ads in out-of-town newspapers at the library.

♦ Walk-Ins

You may want to go directly to an employer. Some announce job openings by placing signs in their windows.

♦ School Placement Offices

High schools, business schools, and colleges often have career services. Also, talk with teachers, staff, and fellow students for information in finding the right job.

♦ Telephone Directory Yellow Pages

Telephone books list companies by what they manufacture or the service they provide. You can match your skills with those of the company by looking under your particular skill area (such as plumbing, electricity, etc.).

♦ Private Employment Agencies

Some agencies charge you a fee, while others charge the employer the fee. You should first learn what types of jobs the agency handles and know if you will be required to pay.

♦ Civil Service Bulletins

Federal Service Bulletins are available at Job Service Centers, public libraries, and post offices. Write to your local Job Service Center for state government job announcements and examination dates.

Professional Associations

Listings of associations for various job categories (such as plumber's unions) can be found at the local library. These are useful for specialized occupations. Many associations print publications or magazines that list job openings in certain fields.

♦ Temporary Employment

Consider temporary employment and watch for notices of full-time employment.

- **♦** Chambers of Commerce or Union Hiring Halls
- **♦ Mailing Your Resume Directly to Companies**

Licensing—Another Consideration

Certain jobs in Washington require licensing by a local, state, and/or federal agency. By requiring licenses, the agency can make sure you have the proper education and experience to provide certain services and/or products to the public. Licenses also provide ways for the agency to make sure workers in certain fields perform work in an ethical and professional manner. Licensing is a means of protecting the public.

Licensing requirements differ from one occupation to another but may include certain levels of education: on-the-job experience; passing an examination; or a combination of all three. Workers in some occupations are only required to register with the specified agency. A surety bond may be required for some occupations. A bond is an insurance contract by which a bonding agency guarantees payment of a specified sum to an employer in the event of financial loss caused by an employee. Generally speaking, anyone handling other peoples' property or money must be bondable. The bonding agency reviews applicants' backgrounds to determine if they qualify.

If you are interested in an occupation that requires licensing or bonding, you should check requirements before entering any educational or training program. Licensing is regulated by a number of local, state, and federal boards and agencies. Licensed occupations are noted in the Education and Training column of the Occupational Information Table.

For more information on licensing of specific occupations, see WOIS or contact:

Master License Service
Department of Licensing
P.O. 9034
Olympia, WA 98507-9034
360/664-1400

State, city, and federal business license requirements are available by contacting the Master License Service or by downloading the License Information

System (LIMS) from the Internet at the following address:

http://www.wa.gov/dol/bpd/limsnet.htm

Finding information on bonding may be more difficult. There is no single state agency that can provide such information. There are, however, three places to start:

- 1. The instructor of the program in which you plan to enroll.
- 2. The agency listed above.
- 3. Any employer hiring individuals with skills you plan to acquire.

Occupations Requiring Licensing or Certification in Washington State

Accountant Acupuncturist

Administrator (Nursing Home,

School, etc.)
Airplane Pilot

Architect (Landscape, Structural, etc.)

Athlete Agent Auctioneer Bail Bondsman

Barber

Beer/Wine/Liquor (Distiller,

Distributer, Brewer, Importer, etc.)

Bill Collector Bingo Manager Boiler Inspector Boilermaker

Boxer/Wrestler

Boxer/Wrestler Manager Broker (Agriculture)

Broker (Insurance, Agricultural, Insurance, Mortgage, Real

Estate, etc.)

Camp Club Salesperson
Cash Buyer (Agricultural)
Charter Boat Operator

Chiropractor

Commercial Fisher
Concessions Person

Construction (Contractor, Inspector,

Installation, etc.)

Contractor (Electrical, General)

Controlled Substance Manufacturer/ Researcher/Wholesaler

Cosmetologist

Counselor (Hypnotherapist, School,

Mental Health, etc.)

Court Reporter Credit Advisor Daily Technician Debt Adjuster Dental Hygienist

Dentist Dietician **Diver-Commercial**

Driver Training Instructor

Drug Manufacturer

Electrician Embalmer

Emergency Medical Technician

Employment Agency Manager Engineer (Aeronautical, Civil,

Mechanical, etc.)

Escrow Officer Esthetician

Explosives User/Blaster/ Manufacturer/Dealer

Financial Advisor

Firearms Dealer/Safety Instructor

Fireworks (Importer, Manufacturer, Operator,

Retailer, etc.)
First Aide Instructor
Fishing Guide
Food Worker

Franchise Broker/Dealer

Fuel Distributor

Funeral Director (Mortician) Groomer-Race Horse Health Care Assistant

Hearing Aid Fitter & Trainee

Horse Trainer

Inspector (Building, Amusement

Ride, etc.)
Insurance Adjuster

Insurance Sales (Broker, Agent, etc.)

Investment Advisor
Jockey/Jockey Agent

Land Development Representative

Librarian Lobbyist Manicurist

Massage Therapist

Master, Mate & Pilot (Marine)

Midwife

Motor Vehicle (Dealer, Manufacturer)

Motor Vehicle Transporter

Naturopath

Notary

Nurse (LPN, RN) Nursing Assistant

Nutritionist

Occupational Therapist & Assistant

Oculist

Ophthalmologist Optometrist Osteopath

Pest Control Applicator
Pest Control Dealer

Pharmacist/Pharmacist Assistant

Physical Therapist

Physician/Physician Assistant

Plumber Podiatrist

Poison Manufacturer/Seller Private Detective/Investigator

Private Security Guard

Produce Dealer

Promoter (Boxing & Wrestling)

Psychiatrist
Psychologist
Psychotherapist
Radiologic Technician

Radiologist

Real Estate Appraiser

Real Estate Sales (Agent, Broker,

Sales Person)
Referee (Boxing)
Respiratory Therapist
Seafood Broker
Seed Dealer

Slaughter-Agricultural

Social Worker (Marriage & Family)

Stockbroker Surveyor Teacher-Schools

Tow Truck Operator

Trapper-Fur

Veterinarian & Technician

WorkSource Centers/Job Service Centers

A network of 12 WorkSource Centers provides information and technology all in one place for job seekers and employers to conduct successful job searches and employee recruitment efforts. The centers allow for self-directed efforts through kiosks and the Internet, as well as providing group counseling, workshops, and one-on-one consultations. Additional WorkSource Centers will be opening throughout the state by June 2000.

The 30 Job Service Centers in Washington State are a critical component of the WorkSource system. The Job Service Centers help job seekers with testing, employment counseling, job search assistance, and other services. They assist employers with recruiting, testing and screening of potential employees, and serve as an information source on a variety of employment issues.

WorkSource Centers

WorkSource Bellevue

13133 Bel-Red Road Bellevue, WA 98009 Telephone: 425/990-3700

WorkSource Columbia College

107 West Jewett Blvd. White Salmon, WA 98672 Telephone: 509/493-1210 or 1-800/511-7388

WorkSource Cowlitz/ Wahkiakum

711 Vine Street Kelso, WA 98626 Telephone: 360/577-2250

WorkSource Cowlitz/ Wahkiakum

1526 Commerce Avenue Longview, WA 98632 Telephone: 360/425-3430

WorkSource Mason County

2502 North Olympic Highway Suite 420 Shelton, WA 98584 Telephone: 360/427-2174

WorkSource Okanogan County

126 South Main Omak, WA 98841 Telephone: 509/826-7572

WorkSource Renton

919 S.W. Grady Way Renton, WA 98055 Telephone: 425/271-0488

WorkSource Spokane

130 South Arthur Street Spokane, WA 99202 Telephone: 509/532-3000

WorkSource Vancouver

Town Plaza 5411 East Mill Plain Blvd. Vancouver, WA 99661 Telephone: 360/735-5000

WorkSource West Vancouver

111 West 39th Street Vancouver, WA 98660 Telephone: 360/696-8417

WorkSource Walla Walla

1530 Stevens Walla Walla, WA 99362 Telephone: 509/527-4393

WorkSource Whatcom

101 Prospect Street Bellingham, WA 98225 Telephone: 360/671-1660

WorkSource Centers/Job Service Centers

Auburn

2707 I Street N.E. Auburn, WA 98071-0070 Telephone: 253/833-0102

Bellevue

13133 Bel-Red Road Bellevue, WA 98009-2044 Telephone: 206/990-3700

Bellingham

216 Grand Avenue Bellingham, WA 98227 Telephone: 360/676-1521

Bremerton

4980 Auto Center Way Bremerton, WA 98312 Telephone: 360/478-4941

Coastal Career Center

511 West Heron Aberdeen, WA 98520 Telephone: 360/533-9318

Columbia Gorge

107 West Jewett Blvd. White Salmon, WA 98672 Telephone: 509/493-1210

Colville

162 South Wynne Colville, WA 99114 Telephone: 509/685-2101

Cowlitz County

711 Vine Street Kelso, WA 98626 Telephone: 360/577-2250

Everett

840 Broadway North Everett, WA 98206 Telephone: 425/339-4901

Interstate JSC

3738 Pacific Avenue, S.E. Olympia, WA 98507 Telephone: 360/407-5050

Lakewood

4908 112th Street, S.W. Tacoma, WA 98499 Telephone: 253/589-6350

Job Service Centers

Lakewood North

10107 S. Tacoma Way, Bldg. A2 Tacoma, WA 98499 Telephone: 253/589-7119

Lewis County

2015 N.E. Kresky Road Chehalis, WA 98532 Telephone: 360/748-2360

Lynnwood

6606 196th Street, S.W. Lynnwood, WA 98046 Telephone: 425/712-0110

Moses Lake

1616 South Pioneer Way Moses Lake, WA 98837 Telephone: 509/766-2559

Mount Vernon

301 Valley Mall Way, Suite 110 Mount Vernon, WA 98273 Telephone: 360/416-3500

North Seattle

12550 Aurora Avenue North Seattle, WA 98133 Telephone: 206/440-2500

Okanogan County

126 South Main Omak, WA 98841 Telephone: 509/826-7310

Olympia

3738 Pacific Avenue, S.E. Olympia, WA 98507 Telephone: 360/407-5100

Port Angeles

1601 East Front Street Port Angeles, WA 98362 Telephone: 360/457-9407

Rainier

2531 Rainier Avenue South Seattle, WA 98122-9510 Telephone: 206/721-6000

Renton

1000 Index Avenue, N.E. Renton, WA 98056 Telephone: 425/277-7160

Spokane

South 130 Arthur Spokane, WA 99207 Telephone: 509/532-3000

Sunnyside

800 East Custer Sunnyside, WA 98944 Telephone: 509/836-5405

Tacoma

1313 Tacoma Avenue South Tacoma, WA 98401 Telephone: 253/593-7300

Tri-Cities

3900 West Court Street Pasco, WA 99302 Telephone: 509/543-3001

Vancouver

5411 E. Mill Plain Blvd. Bldg. 3, Ste. B Vancouver, WA 98661 Telephone: 360/735-5000

Walla Walla

1530 Stevens Street Drawer H Walla Walla, WA 99362 Telephone: 509/527-4393

Wenatchee

215 Bridge Street Wenatchee, WA 98807-1927 Telephone: 509/665-6605

Yakima

306 Division Street Yakima, WA 98902 Telephone: 509/574-0100

Community-Based Organizations

Community-based organizations are private nonprofit organizations representative of the community or a significant segment of the community, providing employment and training services or activities.

There are many organizations fitting this definition, such as agencies serving women, community action agencies, agencies serving youth, and union-related organizations. A few of the community-based organizations from around the state are listed below in **alphabetical order by city name**.

Coastal Community Action Program

117 East 3rd Aberdeen, WA 98520 Telephone: 360/533-5100

Kitsap Community Action Program

1201 Park Avenue Bremerton, WA 98337 Telephone: 360/377-0053

Sound Institute

1200 Navy Yard Highway Bremerton, WA 98312 Telephone: 360/479-8677

Lewis County Work Opportunity

122 Sears Road Chehalis, WA 98532 Telephone: 360/748-9921

Community Action Center

101 North Main Colfax, WA 99111 Telephone: 509/397-2205

Northeast Washington Rural Resources

320 North Main Colville, WA 99114 Telephone: 509/684-8421

Community Action Council of Lewis, Mason and Thurston Counties

6004 Martin Way, N.E. Olympia, WA 98516 Telephone: 360/438-1100

Lower Columbia Community Action

P.O. Box 2129 Longview, WA 98632 Telephone: 360/425-3430

Grant County Community Action Council

604 West 3rd P.O. Box 820 Moses Lake, WA 98837 Telephone: 509/765-9206

Northwest Intertribal Council

P.O. Box 115 Neah Bay, WA 98357 Telephone: 360/645-2201

Community Youth Services

824 Fifth Avenue, S.E. Olympia, WA 98501 Telephone: 360/943-0780

Goodwill Industries

307 West Columbia Pasco, WA 99301 Telephone: 509/547-7717

Northwest Services Council

111 East Third, Suite 1-D Port Angeles, WA 98362 Telephone: 360/452-6202

Apprenticeship and Nontraditional Education for Women (ANEW)

P.O. Box 2490 Renton, WA 98056-2490 Telephone: 425/235-2212

Asian Counseling and Referral Service

1032 South Jackson Street, #200 Seattle, WA 98104 Telephone: 206/461-3606

Atlantic Street Center

2103 South Atlantic Seattle, WA 98144 Telephone: 206/329-2050

Center for Career Alternatives

901 Rainier Avenue South Seattle, WA 98144 Telephone: 206/322-9080

Central Area Motivation Program (CAMP)

722 18th Avenue Seattle, WA 98122 Telephone: 206/329-4111

Chinese Information and Service Center

409 Maynard Avenue S., Suite 203 Seattle, WA 98104 Telephone: 206/624-4062

El Centro de la Raza

2524 16th Avenue South Seattle, WA 98144 Telephone: 206/329-9442

Employment Opportunities Center

675 South Lane, Suite 402 Seattle, WA 98104 Telephone: 206/587-2828

Jewish Family Services

1601 16th Avenue Seattle, WA 98122 Telephone: 206/461-3240

Metrocenter YMCA

909 Fourth Avenue, 6th Floor Seattle, WA 98104 Telephone: 206/382-5011

Operational Emergency Center

3800 South Myrtle, Suite A Seattle, WA 98118 Telephone: 206/725-2100

Community-Based Organizations (cont.)

United Indians of All Tribes

P.O. Box 99100 Seattle, WA 98199 Telephone: 206/285-4425

Urban League of Metropolitan Seattle

105 14th Avenue Seattle, WA 98122-5594 Telephone: 206/461-3792

Washington Association of Churches

419 Occidental Ave. S., Suite 201 Seattle, WA 98104 Telephone: 206/625-9790

Job Therapy of Snohomish County

P.O. Box 293 Snohomish, WA 98291 Telephone: 425/335-0855

Willapa Counseling Center

P.O. Box 65 South Bend, WA 98586 Telephone: 360/875-9426

American Indian Community Center

905 East 3rd Spokane, WA 99202 Telephone: 509/535-0886

ARC

West 127 Boone Spokane, WA 99201 Telephone: 509/328-6326

Centro Latino

1208 South 10th Street Tacoma, WA 98405 Telephone: 253/572-7717

Metropolitan Development Council

622 Tacoma Avenue South, #6 Tacoma, WA 98402 Telephone: 253/383-3921

Tacoma Community House

P.O. Box 5107 Tacoma, WA 98415 Telephone: 253/383-3951

Tacoma Urban League

2550 South Yakima Tacoma, WA 98415 Telephone: 253/383-2006

Washington Womens Employment and Education

3516 South 47th Street, #205 Tacoma, WA 98409 Telephone: 253/474-9933

YWCA

405 Broadway Tacoma, WA 98402 Telephone: 253/272-4181

Blue Mountain Action Council

34 Boyer Avenue Walla Walla, WA 99362 Telephone: 509/5294980

Project Read

120 East Birch, #10 Walla Walla, WA 99362 Telephone: 509/525-8939

People for People

P.O. Box 1665 Yakima, WA 98907 Telephone: 509/248-6726

Yakima Valley Farm

Workers Clinic 602 Nob Hill Blvd. Yakima, WA 98901 Telephone: 509/248-3334

Yakima Valley OIC

815 Fruitvale Blvd. Yakima, WA 98902 Telephone: 509/248-6751

Coordinators of Services for Students With Disabilities

COMMUNITY COLLEGES

Bellevue Community College

Susan Morgan

Telephone: 425/641-2392

Big Bend Community College

Dan Fortier

Telephone: 509/762-6233

Centralia College

Bonnie Bennedsen

Telephone: 360/736-9391

Clark College

Duane Henry

Telephone: 360/992-2260

Columbia Basin College

Peggy Buchmiller

Telephone: 509/547-0511

Edmonds Community College

Marva Brown

Telephone: 425/640-1536

Everett Community College

Roxanna Hansen

Telephone: 425/388-9273

Grays Harbor College

John Rajcich

Telephone: 360/538-4068

Green River Community College

Karen Bruno

Telephone: 253/833-9111

ext. 2631

Highline Community College

Jim Field

Telephone: 206/878-3710

Lower Columbia College

Carol McNair

Telephone: 360/577-3406

North Seattle Community College

Bateman Harris

Telephone: 206/527-7307

Olympic College

Anna Hoey-Dorsey

Telephone: 360/478-4607

Peninsula College

Maria Pena

Telephone: 360/417-6347

Pierce College

Debbie Wynn

Telephone: 253/964-6527

Seattle Central Community College

Al Souma

Telephone: 206/587-4169

Shoreline Community College

Kim Thompson

Telephone: 206/416-7818

Skagit Valley College

Eric Anderson

Telephone: 360/416-7818

South Puget Sound Community College

Laurie Tremblay

Telephone: 360/754-7711, ext.362

South Seattle Community College

Roxanne Tillman

Telephone: 206/763-5137

Spokane Community College

Amy Shives

Telephone: 509/533-7038

Spokane Falls
Community College

Ben Webinger

Telephone: 509/533-3543

Tacoma Community College

Marie Markham

Telephone: 253/566-5339

Walla Walla Community College

Sally Wagoner

Telephone: 509/527-4258

Wenatchee Valley College

Marilee Clark

Telephone: 509/664-2529

ext. 2185

Whatcom Community College

Lynn Blackwell

Telephone: 360/676-2170

Yakima Valley College

Mark Cornett

Telephone: 509/574-4961

TECHNICAL COLLEGES

Bates Technical College

Dan Eberle

Telephone: 253/596-1698

Bellingham Technical College

Susan Kerrick-Degnan

Telephone: 360/738-3105, ext. 438

Clover Park Technical College

Christopher Jones

Telephone: 253/589-5767

Lake Washington Technical College

Heidi Shepherd

Telephone: 425/739-8102

Renton Technical College

Mike Dahl

Telephone: 425/235-2352

Coordinators of Services for Students With Disabilities (cont.)

STATE AGENCIES

Governor's Committee on Disability Issues and Employment

605 Woodland Square Loop P.O. Box 9048 Olympia, WA 98507-9048 Telephone: 360/438-3168

Department of Services for the Blind

1400 S. Evergreen Park Dr., #100 P.O. Box 40933 Olympia, WA 98504-0933 Telephone: 360/586-1224

Department of Labor and Industries

P.O. Box 44400 Olympia, WA 98504-4400 Telephone: 360/902-5800

Department of Veterans Affairs

1011 Plum Street P.O. Box 41150 Olympia, WA 98504-1150 Telephone: 360/753-5586

Division of Vocational Rehabilitation Department of Social and Health Services

612 Woodland Square Loop, S.E. P.O. Box 45340 Olympia, WA 98504-5340 Telephone: 360/438-8008 V/TDD)

Higher Education Coordinating Board

Denise Colley

Telephone: 360/753-7828

State Board for Community and Technical Colleges

Rhonda Coates

Telephone: 360/753-4694

CLIENT SERVICES

Region 1 DSHS/DVR

East 901 2nd Avenue, Suite 300 Spokane, WA 99202 VOICE/TTD

Telephone: 509/533-2260

Region 2 DSHS/DVR

1002 North 16th Avenue Box 12500 Yakima, WA 98909-2500 VOICE/TTD Telephone: 509/575-2164

Region 3 DSHS/DVR

840 North Broadway, Bldg. B Everett, WA 98201-1290 VOICE/TTD

Telephone: 425/339-4880

Region 4 DSHS/DVR

1700 East Cherry Seattle, WA 98122-4696 VOICE/TTD Telephone: 206/720-3200

Region 5 DSHS/DVR

1949 S. State Street, First Floor Tacoma, WA 98405-2850 Telephone: 253/593-2350

Region 6 DSHS/DVR

720 Sleater-Kinney, S.E., Suite R P.O. Box 45345 Olympia, WA 98504-5345

Telephone: 360/438-8940

Career Guide Customer Satisfaction Survey

The Workforce Training and Education Coordinating Board is committed to high-quality customer satisfaction and continuous improvement. You can help us meet our commitment by completing this form, detaching it, and mailing it in. Please circle the words that best answer the following questions. In the space provided please elaborate on your response, if appropriate.

1.	How useful is the information presented in this report?	Not Useful	Somewhat Useful	Very Useful
2.	How clear is the information presented in this report?	Not Clear	Somewhat Clear	Very Clear
3.	How complete is the information?	Not Complete	Somewhat Complete	Very Complete
4.	How accurate is the information?	Not Accurate	Somewhat Accurate	Very Accurate
5.	How is the information presented?	Not Enough Detail	Right Amount Detail	Too Much Detail
6.	How is the length of the document?	Too Short	About Right	Too Long

7. How did you expect to use this publication? How have you used this publication?

8. How can this publication be made more useful in future editions?

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Would you like to be contacted a	about future WT	TECB initiatives	in this	field?	Yes		No
If we have any questions about (If you answered "yes" to this que	•		•	contact you?	Yes	No	-
NAME	А	ADDRESS					
TELEPHONE NUMBER	F	AX NUMBER			EMAIL ADDRESS		

Thank you for responding to this reader information survey. Please mail your response to:

Workforce Training and Education Coordinating Board

P.O. Box 43105 Olympia, WA 98504-3105

For additional information, please call or fax: (360) 753-5662 / Fax (360) 586-5862